



**DATE ISSUED:** 05/16  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Coordinator, Facilities Operations Support - Denton

### **JOB SUMMARY**

Accomplishes duties relating to the receiving, interpretation, and assignment of Facilities Operations service request from various customers. Prioritizes work as emergency or routine maintenance. Communicates and coordinates work with clients and FMC supervisors to insure proper scheduling, resource allocation and accomplishment in a friendly, accurate, and timely manner. Responsible for all TMA database management and reporting; fleet scheduling and client notification. Work is performed with general supervision and performance is based upon completion of assignments and results obtained. Manages all contracted service work orders and capital planning systems. Supervises 2-3 student workers who will assist in the call center for Facilities Operations service requests. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director, Facilities Operations

*Supervises:* Supervisory responsibilities over part-time and student workers

### **ESSENTIAL DUTIES - May include, but not limited to the following:**

- Manages TMA database, monthly work order reports, and all other TMA reporting requirements.
- Manages contracted services requests, including during emergencies.
- Manages capital planning databases and aids in the tracking and planning of deferred maintenance and capital renewal projects.
- Processes all billing to departments on campus for vehicle use, custodial supplies, yearly maintenance contracts for elevators, cell phones, alarm systems, etc.
- Interprets Facilities Operations requests received via Internet, hand delivered, or telephoned into the Customer Service Department.
- Prioritizes and processes service requests for proper scheduling.

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- Receives all department emergency service calls and routes as appropriate.
- Answers FMC service requests in a positive problem solving manner always exhibiting patience and delivering knowledgeable information to satisfy customer complaints while ensuring proper support for all work requests including emergencies.
- Enters data related to and running preventive maintenance program and other reports using the computer software.
- Closes completed work orders on a monthly basis or as required and distributes to student employees for the same.
- Responsible for managing all requests for student employee assistance from office staff.
- Schedules vehicle use for all departments on Denton campus.
- Coordinates vehicle pickup with the automotive department.
- Issues gasoline credit cards to customers traveling in University vehicles as necessary.
- Answers customer questions regarding key pick up and returns.
- Issues and receives keys from customers after proper procedures are followed.
- Supervises Facilities Operations call and work order center and student employees that assist with duties of the center.
- Provides general administrative support to Facilities Operations team.
- Assists in process improvements related to the effective operations of a work order center and maintenance tracking.

### ***ADDITIONAL DUTIES***

- Performs clerical duties as assigned, including the production of general correspondence or other needs as defined by supervisors.
- Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree preferred. Some college courses required.

### ***EXPERIENCE***

Three years of general office clerical experience and a working knowledge of computers, applications software, databases, document storage systems, and bookkeeping practices.

### ***REQUIREMENT***

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

**KNOWLEDGE, SKILLS, AND ABILITIES** - The following are essential:

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to pay strict attention to detail and be deadline-oriented.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively - orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to effectively supervise part-time and student employees on behalf of the department and maintain their timesheets.
- Ability to use a personal computer including university related software and email, efficiently utilize MS Office Suite, have an understanding of database management and entry techniques and software, and be able to use and train others to use office equipment effectively.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees

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should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***